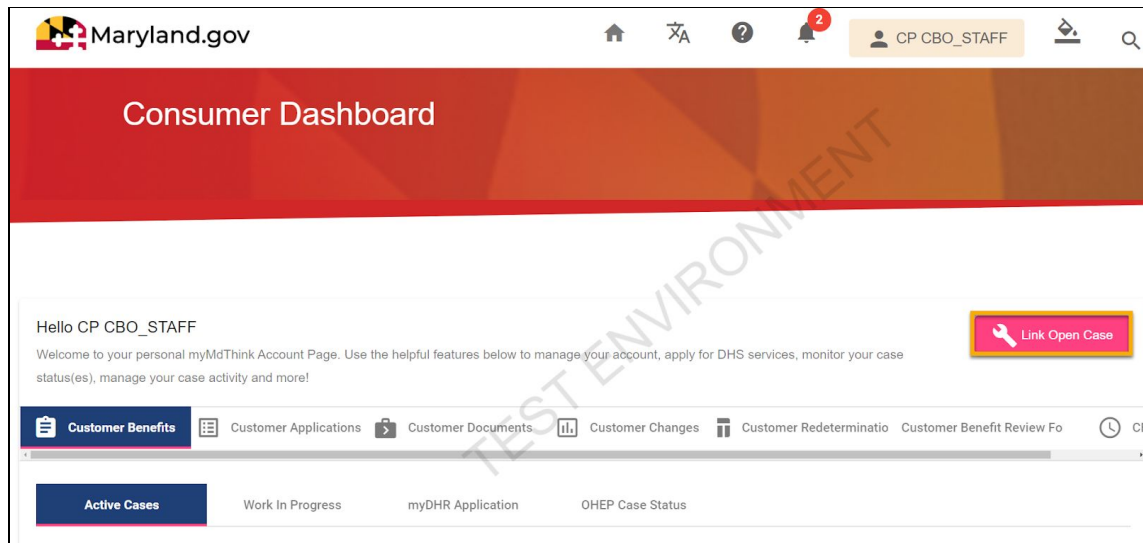


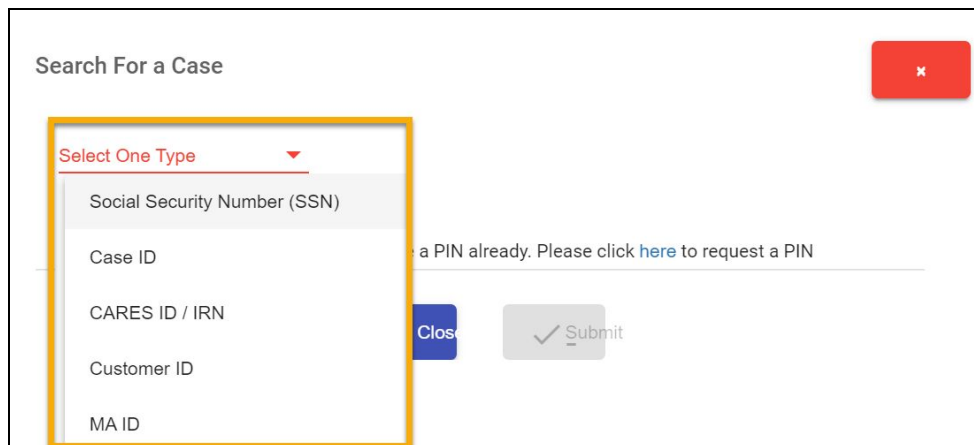
How to Guide: Link an Open Case Using a PIN Number To View Your Active Benefits

Note: After completing the Request a PIN process, the PIN will be sent to your mailing address on file. After you receive it, please complete the following steps:

1. On your MyMDTHINK Consumer Portal Dashboard, *click* the **Link Open Case** button.

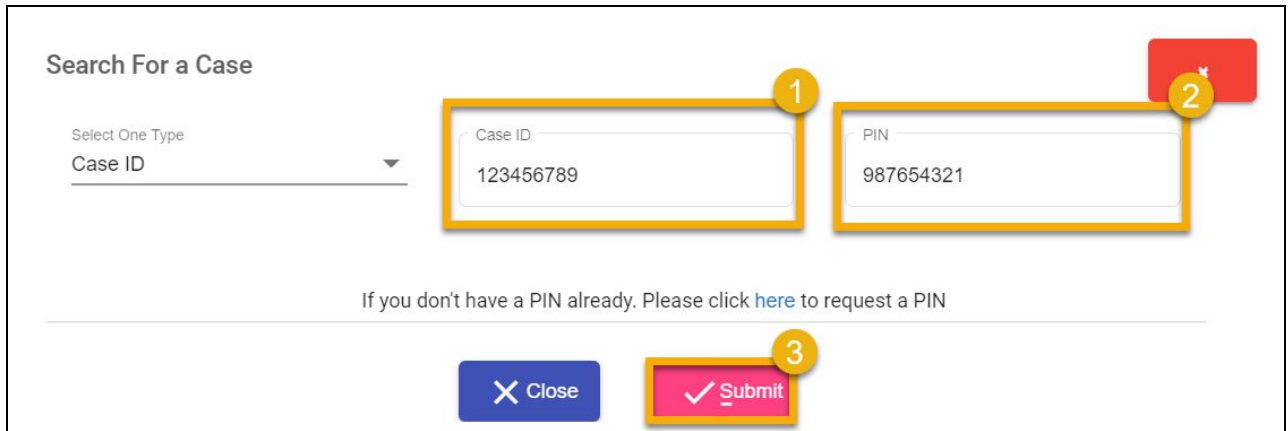


2. The Search for a Case window will appear; *select* the appropriate **Identifying number** from the drop-down menu options which include: Social Security, Case ID, CARES ID/ IRM, Customer ID, and MA ID.



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- Additional fields will then appear; *enter* the **identifying number (1)** and the **9 digit PIN number (2)** you received in the mail here. Once complete, *click* the **submit (3)** button.



The screenshot shows a web form titled "Search For a Case". On the left, there is a dropdown menu labeled "Select One Type" with "Case ID" selected. To the right of the dropdown are two input fields. The first field is labeled "Case ID" and contains the text "123456789"; it is highlighted with a yellow box and a yellow circle with the number "1". The second field is labeled "PIN" and contains the text "987654321"; it is highlighted with a yellow box and a yellow circle with the number "2". Below these fields is a link that says "If you don't have a PIN already. Please click [here](#) to request a PIN". At the bottom of the form are two buttons: a blue "Close" button and a pink "Submit" button with a checkmark icon. The "Submit" button is highlighted with a yellow box and a yellow circle with the number "3".

- You will then receive a notification that your case has linked successfully. You may now manage your application directly on the MyMDTHINK Consumer Portal.

